POS: Family PACT Transactions

This section provides step-by-step procedures for accessing and updating eligibility information using the Point of Service (POS) device for the Family PACT program. This program was formerly referred to as State-Only Family Planning (SOFP).

Family PACT Program

The Family PACT program expands access to family planning services for low-income men and women.

Medical providers who are current Medi-Cal providers and can provide the full scope of comprehensive family planning education, counseling
and medical services specified for Family PACT, consistent with standards of care, are eligible to enroll in the Family PACT program and may use the POS device to access and update Family PACT recipient eligibility.

Pharmacies and laboratories do not enroll in Family PACT but may use the POS device to verify Family PACT client eligibility.

Client Identification

Family PACT clients will have either a Medi-Cal Benefits Identification Card (BIC) or a Health Access Programs (HAP) card for POS transactions. For information about the BIC, refer to the *Eligibility: Recipient Identification* section in the Part 1 section of your Medi-Cal provider manual.

Confidentiality

Clients with a BIC who express the desire to keep their family planning
services confidential (from their partner, spouse and/or parent) should be given a HAP card by their provider. Clients who do not have a BIC should also be given a HAP card.

Program Information

For Family PACT program information, call the Health Access Programs (HAP) Hotline at 1-800-257-6900. Medical providers may obtain HAP cards by enrolling as Family PACT providers.

Family PACT Transactions on the POS Device

Family PACT providers may use the POS device to activate Family PACT client identification numbers (HAP or BIC). Until otherwise notified, BICs will be activated only under circumstances described in the "Client Activation" portion of this section. If you have questions about using the POS device, call the EDS POS/Internet Help Desk at 1-800-427-1295.

Family PACT Options

In addition to the features of the POS device explained in this user guide, Family PACT medical providers may use the POS device for the following functions:

- Activation
- Inquiry
- Update
- Recertification
- Deactivation

Getting Started

The medical provider will use the *Family PACT Client Eligibility Certification* form, which is filled out by the client, to determine Family PACT eligibility and will enter data from this form into the POS device. Included on this form are the race and language codes needed for POS transactions.

System Start Screen

This is the System Start Screen displayed before any functions are started on the device.

WELCOME TO MEDI-CAL
SWIPE CARD

Family PACT
Function Key <F11>

When the BIC or HAP card is swiped, the following field appears.

PRESS FUNCTION KEY TO START TRANSACTION

To begin a Family PACT transaction, press the Family PACT function key <F11>, and the following field will appear.

1: FAMILY PACT 2: CANCEL

Note: If you inadvertently began a Family PACT transaction, press the CANCEL <F4> key to exit and return to the System Start Screen.

Family PACT Menu

Press “1” (Family PACT) and the following field will appear, showing the options for Family PACT transactions.

1: ACTIVATE	3: UPDATE
2: INQUIRE	4: CANCEL

Client Activation

After the provider has determined eligibility, the provider must enter the client ID number along with other client information into the POS device to activate client eligibility for Family PACT transactions. The client ID number will be the number from either the BIC or HAP card. BICs should only be activated for clients with an unmet Share of Cost (SOC) on the date of service or when there is the need for confidentiality. Once Family PACT activation has taken place, the provider may print the activation information to verify that it is correct and keep it on file.

There are three scenarios by which the client ID number is activated.

Scenario 1

If the client has a BIC with an unmet Share of Cost (SOC) on a date of service and does not need confidentiality regarding family planning information, the client ID activated for Family PACT will be the BIC number.

Scenario 2

If the client has a BIC with an unmet Share of Cost (SOC) on the date of service but wants confidentiality about sharing family planning information, the provider should give the client a HAP card. The number on the HAP card should be activated by the provider, and the BIC number will be entered into the "BIC ID" field and the BIC issue date will be entered into the "BIC ISSUE DATE" field on the POS device.

Scenario 3

If the client does not have a BIC card, the provider will give the client a HAP card and will activate the HAP card number.

Activation Procedures

When the Family PACT function key is pressed, the following field will appear.

1: ACTIVATE	**3: UPDATE**
2: INQUIRE	**4: CANCEL**

Provider Number

Press “1” to begin a Family PACT activation transaction. The following field will appear.

PROVIDER ID: (ACT)
XXX456780

Note: The “(ACT)” on this field indicates that an activation transaction is being performed.

Providers must enter their Medi-Cal provider ID number in this field. Press the <ENTER> key, and the following field will appear.

PIN

PIN
****

Providers must enter their PIN in this field. The POS device will display asterisks instead of the PIN for security reasons.

Client Identification

Once the provider ID and PIN number are entered, the following field will appear.

CLIENT ID (BIC/HAP):
91234567Y5

Enter the ten-digit client ID number. This is the Health Access Programs number on the client's HAP card, except as noted in "Scenario 1" and "Scenario 2" on a previous page in this user guide. If the client's ID card was swiped, the ID number will appear on the screen. Press <ENTER> to continue.

Note: A HAP number is identifiable by a "Y" in the ninth digit.

Check Digit

The tenth digit is the check digit, and is required for Family PACT transactions. The check digit is used to verify that the client ID is entered correctly.

HAP Number

If the client ID number entered into the "CLIENT ID" field is a HAP number, the following field will appear.

BIC ID
9876543215

Note: If a BIC number is available, enter the client's BIC number. Otherwise, press <ENTER> to continue. The check digit is optional.

Date of Issue

If the client ID number entered into the "CLIENT ID" field is a BIC number, the following field will appear.

ISSUE DATE
YY-MM-DD

Enter the BIC issue date in the YY-MM-DD format (for example, "97-01-25"). If the client's ID card was swiped, the BIC issue date will automatically appear on the screen. Press <ENTER> to continue.

Confidentiality

The following field will appear after the client ID number is verified.

CONFIDENTIAL? (Y/N): **N**

This field will default to "N" (No). The provider should only change it to "Y" (Yes) if the client indicates on the *Client Eligibility Certification* form that the family planning services must be confidential from the client's partner, spouse and/or parent. If the client has a BIC number, but wants confidentiality, a HAP card should be issued, and the transaction should be started again with the HAP number entered into the "CLIENT ID" field.

Client Name

The following fields will appear to enter the client's name.

CLIENT FIRST NAME:

CLIENT MIDDLE NAME:

CLIENT LAST NAME:

NAME SUFFIX (JR, SR):

After the client's name is entered, the POS device will display the following field.

BIRTHNAME SAME? (Y/N):

The "BIRTHNAME SAME?" field must be completed. If "Y," the "GENDER" field will appear next.

Different Birthname

If "N," a series of fields will appear for the client's first name (birth), middle name (birth), last name (birth) and suffix (birth).

Gender

The provider must enter the client's gender.

GENDER (M/F):

After entering "M" or "F" (or "1" for male, "2" for female), the following required field will appear.

CLIENT ZIP: **95816**

Client Zip Code

Enter the appropriate county and ZIP code. The ZIP code may be five or nine digits.

After a valid ZIP code is entered, the following field will appear. This field must be entered if the information is available on the client's application. If the information is not on the form, these fields may be left blank.

CLIENT SSN:

SSN	If entered, the Social Security Number (SSN) must be nine digits.

MOTHER'S FIRST NAME:

Number of Births	If the client is female, the following field will appear.

NUMBER OF BIRTHS:

Enter a two-digit number (for example, "05"). This field is required for female clients. If no births for client, enter "00".

County of Residence	The following field will appear to determine the client's county of residence.

COUNTY OF RESIDENCE:

34

Enter the two-digit California county of birth code (such as "34" for Sacramento County).

Note: County codes are listed in the Medi-Cal provider manual.

Date and Place of Birth

The "CLIENT BIRTH DATE" field will appear next.

CLIENT BIRTH DATE:
CCYY-MM-DD

Enter the client's birth date in the CCYY-MM-DD format. If the client's BIC was swiped, the client date of birth will automatically appear on the screen. Press <ENTER> to continue. The following field will appear.

CA COUNTY OF BIRTH:
34

Enter the two-digit California county of birth code (such as "34" for Sacramento County). If a valid county is entered in this field, the "CLIENT RACE" field will be displayed next.

Note: County codes are listed in the *Family PACT Policy, Procedures and Preliminary Billing Instructions*.

If "99" (unknown California county or not born in California) is entered, the "STATE OF BIRTH" field will appear.

STATE OF BIRTH:
12

If entering the state of birth, use a valid two-digit numeric state code (such as "12" for Idaho). If "99" is entered in this field, the "COUNTRY OF BIRTH" field will appear.

Note: State and country codes are listed in the *Family PACT Policy, Procedures and Preliminary Billing Instructions*.

COUNTRY OF BIRTH:
26

Enter the two-digit country code (such as "26" for South Korea). This field is required only if the county and state have not been entered.

Client Race
and Language

The following two fields are required to determine the client's race and primary language.

CLIENT RACE:

1

Enter the appropriate race code (0 through 7).

Note: Race codes are listed on the *Client Eligibility Certification* form.

PRIMARY LANGUAGE:

6

Enter the appropriate language code (0 through 9).

Note: Language codes are listed on the *Client Eligibility Certification* form.

Consent

The following field will appear to verify that the client's consent to share family planning information has been obtained.

CONSENT? (Y/N):

Y

This field will default to "Y" (Yes). Change this field to "N" (No) if appropriate for the client.

Family Size and Income

The following two fields are required to determine Client eligibility.

FAMILY SIZE:
6

Enter a two-digit number (for example, “06”) representing the total number of “Basic Family Unit” member, from page 2 of the *Client Eligibility Certification* form.

FAMILY INCOME:
$1234

Enter the total gross monthly income from page 2 of the *Client Eligibility Certification* form. The gross monthly income may be up to five digits.

Certification Date

The certification date will be blank. Enter the certification date, which cannot be earlier than the date of service. Use the CCYY-MM-DD format.

If the certification date displays the current date, enter the certification date as described above. After this transaction has been submitted, refer to the *POS: Software Maintenance Functions* section in this user guide and download the newest version of the POS software.

CERTIFICATION DATE:
1997-01-06

Sending the Activation

When all of the activation fields have been entered, the following field will appear.

1: SEND	**3: CANCEL**
2: RE-EDIT	

If you wish to change some or all of the fields, press "2" (RE-EDIT), and the "PROVIDER NUMBER" field will appear. If you press "3" (CANCEL), the information you entered will be deleted, and the Family PACT Menu will appear.

Press "1" to send the activation. After an activation has been sent, the POS device will return information telling the provider whether the activation was successful or not. These messages are displayed as freeform, scrollable text.

If the activation is successful, the provider will be prompted to print a copy of the activation, if desired.

If the activation is unsuccessful, information will be returned telling the provider the reason(s) for the unsuccessful activation. Please refer to "System Messages and Troubleshooting for Family PACT" on a following page for more information.

Eligibility Verification

Eligibility for Family PACT clients is determined using the current eligibility verification process. Depending upon which card is used (the BIC or the HAP card), eligibility information will be returned on the POS device as follows.

BIC Swiped

If the client's BIC was activated for Family PACT, the Medi-Cal eligibility messages for the client will be displayed after the BIC is swiped through the POS device, the necessary eligibility fields are entered and the "SEND" option is selected.

If a BIC is swiped that is currently activated for Family PACT, a message stating that the client is eligible for Family PACT will be displayed. In addition, the Family PACT "recertification" date will be displayed so providers can see when the client needs to be recertified for Family PACT. Clients must have eligibility recertified annually.

Client Has Both BIC and HAP Card

When a client has both a BIC and a HAP card (as is the case if the client wants confidentiality for Family PACT services), it is the responsibility of the client to give the provider the HAP card for family planning services.

Information from the client's BIC and the HAP card is kept separately by Medi-Cal to allow for confidentiality of family planning services. In this case, the client may use the HAP card for family planning services and the BIC for other Medi-Cal services.

Depending upon which card is used, the following two scenarios can happen:

- The provider swipes the client's BIC or enters the BIC information manually. If this is the case, the POS device will return eligibility information.

- The provider swipes the HAP card or enters the client ID number on the HAP card manually. The provider must then enter the client date of birth and date of service. The Family PACT eligibility which is returned shows whether the client is eligible for family planning services, and the POS device will display the Family PACT recertification date.

HAP Card Swiped

If the provider swipes the client's HAP card or enters the client ID number on the card manually, the provider must then enter the client date of birth, issue date and date of service. Family PACT eligibility will be displayed, including the recertification date.

Inquiries

When Family PACT clients change providers or visit new providers, providers must verify that the Family PACT information on the POS network is current. To obtain this information, the provider of service must complete a Family PACT inquiry transaction.

Family PACT Menu

When the Family PACT function key <F11> is pressed, the Family PACT Menu will appear.

1: ACTIVATE	**3: UPDATE**
2: INQUIRE	**4: CANCEL**

Provider Number

Press "2" to inquire about Family PACT eligibility. The following field will appear.

PROVIDER ID: (INQ)
XXX456780

Note: The "(INQ)" on this field indicates that an inquiry transaction is being performed.

Enter the nine-digit Medi-Cal provider ID number. If the field has been completed in a previous function, that provider ID will be retained in this field and may be changed if desired.

PIN

PIN:
****

Enter the PIN in this field.

If the provider ID number or PIN has been previously entered in another POS function, that number will be retained in these fields and may be changed if desired.

Client Identification

Once the provider ID number and PIN number are entered, the following field will appear.

CLIENT ID (BIC/HAP):
91234567Y5

Enter the ten-digit client ID number. This is either the BIC number or the Health Access Programs (HAP) number on the client's HAP card. If the client's BIC or HAP card was swiped, the ID number will appear on the screen. If the field has been completed in a previous function, that client ID will be retained in this field and may be changed if desired.

After the client ID number is entered, the following field will appear if the client ID number entered into the "CLIENT ID" field is a BIC number.

ISSUE DATE:
YY-MM-DD

Enter the BIC issue date in the YY-MM-DD format. If the client's BIC was swiped, the issue date will appear on the screen. If the field has been completed in a previous function, that issue date will be retained in this field and may be changed if desired. The following field will appear.

CLIENT BIRTH DATE:
CCYY-MM-DD

Enter the client's date of birth. Valid dates must be on or before the transaction date. If the field has been completed in a previous function, that birth date will be retained in this field and may be changed if desired. Press <ENTER> to continue.

Sending the Inquiry

When all of these fields have been completed, the following field will appear.

1: SEND	**3: CANCEL**
2: RE-EDIT	

If you wish to change some or all of the fields, press “2” (RE-EDIT), and the “PROVIDER NUMBER” field will appear. If you press “3” (CANCEL), the information you entered will be deleted, and the Family PACT Menu will appear.

Press “1” to send the inquiry. After an inquiry has been sent, the POS device will return the client’s Family PACT information. The information will be displayed within field prompts similar to those used for activation. Any error messages will be displayed as freeform, scrollable text instead of the client’s Family PACT information. Refer to “System Messages and Troubleshooting for Family PACT” on a following page in this user guide for more information.

Invalid Date of Birth

If the date of birth used to perform the inquiry does not match what is on file, the following message will be displayed.

BIRTH DATE MODIFIED

TO MATCH HAP FILE

This message informs you that the birth date you are using is incorrect. If you attempt to do eligibility verification with an invalid birth date, you will get the message “NO RECORDED ELIGIBILITY”. If you attempt to bill a claim with an invalid birth date, it will be denied. You may modify the birth date if the client is using a HAP card. If a BIC is being used, the birth date must match what is on the face of the card.

Press <Enter> to view the inquiry data.

Recertification
(Inquiry or Update)

If the client's one year of Family PACT eligibility has expired, you will be prompted to recertify the provider in the following field.

PAST DUE FOR RECERT
RECERT NOW? (Y/N)

If you enter "Y," the recertification prompts will display. You must go through the recertification process with the client. If you enter "N", you will not be able to perform an update.

A "Y" response will display the following prompt as a reminder.

MUST DO FULL ELIG
REVIEW – CONFIRM (Y/N)

Enter "Y" to continue with the recertification. If you enter "N", you will not be able to perform an update.

If the client ID number was found on the Family PACT file and does not need recertification, or if the provider answers "Y" when prompted to recertify, the following field will be displayed.

PRESS ENTER TO VIEW –
YOU MAY CHANGE DATA

If the client is due for recertification and the provider answers “N” when prompted to recertify, the following field will appear instead of the one above.

PRESS ENTER TO VIEW – **YOU MAY NOT CHANGE**

At any time after the message above, the provider may choose to print the inquiry. The printed copy will include the fields returned from the inquiry, not the changes made by the provider.

Deactivated Clients

If the client has been deactivated, you will see the following message.

RECIP DEACTIVATED **CERTIFY NOW? (Y/N)**

You must complete the certification process with the client in order to recertify. You will be able to see the deactivation reason code after you answer “Y” or “N” and use it to determine whether you really want to recertify the client.

Permanently Deactivated Clients

If the client has been permanently deactivated, you will see the following message.

PERM DEACTIVATED **ONLY HAP CAN UPDATE**

The client has been permanently deactivated. You may view the client's Family PACT information, but cannot update or recertify it. Refer to the list of deactivation codes on a following page in this section.

Update (Inquiry)

When these fields have been completed, the following field will appear.

1: SEND	**3: CANCEL**
2: RE-EDIT	

If you wish to change the information, press "2" (RE-EDIT), and the "PROVIDER NUMBER" field will appear. If you do not need to change any of the information, press "3" (CANCEL) and the Family PACT Menu will appear.

Press "1" to send an update. After an update has been sent, the POS device will return information telling the provider whether the update was successful or not. If the provider prints the inquiry after a successful update, the updated information will be printed. Refer to "System Messages and Troubleshooting for Family PACT" on a following page in this user guide for more information.

Update, Recertification, and Deactivation

The Family PACT update function allows the provider to update, recertify or deactivate a Family PACT client. These three functions are contained within the Update Menu, which can be accessed by choosing the Update function on the Family PACT Menu. (See "Update Procedures" on a following page.)

Update

The update option allows the user to modify Family PACT information.

Recertification

The recertification option will allow the user to update the certification date, in addition to Family PACT information which can be modified during the update process.

Deactivation

Deactivation transactions allow the user to deactivate a client and specify the reason.

Update Procedures

The Family PACT update function is similar to the inquiry function. The POS device will display the Family PACT Menu.

1: ACTIVATE	**3: UPDATE**
2: INQUIRE	**4: CANCEL**

Provider Number

Press "3" to begin an Family PACT update transaction, and the following field will appear.

PROVIDER ID: (UPD)
XXX456780

Note: The "(UPD)" on this field indicates that an update transaction is being performed.

Enter the nine-digit Medi-Cal provider ID number. If the field has been completed in a previous function, that ID number will be retained in this field and may be changed if desired.

PIN

PIN:
****

Enter the PIN in this field. If the field has been completed in a previous function, that PIN will be retained in this field, and may be changed if desired.

Client Identification

Once the provider ID number and PIN number are verified online, the following field will appear.

CLIENT ID (BIC/HAP):
91234567Y5

Enter the ten-digit client ID number. This is either the BIC number or the Health Access Programs number on the client's HAP card. This number must already be activated for Family PACT. If the client's ID card was swiped, the ID number will automatically appear on this screen. If the field has been completed in a previous function, that Client ID will be retained in this field and may be changed if desired. Press <ENTER> to continue.

After the client ID number is entered, the following field will appear if the client ID number entered into the "CLIENT ID" field is a BIC number.

ISSUE DATE:
YY-MM-DD

Enter the BIC issue date in the YY-MM-DD format. If the client's BIC was swiped, the issue date will appear on the screen. The following field will appear. If the field has been completed in a previous function, that issue date will be retained in this field and may be changed if desired.

CLIENT BIRTH DATE:
CCYY-MM-DD

Enter the client's date of birth (valid dates must be on or before the transaction date). If the field has been completed in a previous function, that birth date will be retained in this field and may be changed if desired. Press <ENTER> to continue and the following field will appear.

1: SEND	3: CANCEL
2: RE-EDIT	

To change some or all of the fields, press “2” (RE-EDIT) and the “PROVIDER ID” field will appear. To cancel the update, press “3” (CANCEL) and the Family PACT Menu will be displayed.

Press “1” to send the update request. After a request for update information has been sent, the POS device will display the Update Menu on the next page. Any error messages will be displayed as freeform, scrollable text instead of the Update Menu. Refer to “System Messages and Troubleshooting for Family PACT” on a following page in this user guide for more information.

Update Menu

After the client information is received, the following Update Menu will appear.

1: UPDATE	3: DEACTIVAT
2: RECERTIFY	4: CANCEL

Invalid Date of Birth

If the date of birth which you used to perform the update request does not match what is on file, the following message will be displayed.

PLEASE CORRECT BIRTH
DATE AND TRY AGAIN

This message is meant to inform you that the birth date you are using is incorrect. You will be returned to the “SEND/RE-EDIT/CANCEL” screen after this prompt. You can correct the birth date or cancel to get the Family PACT Menu. Then, perform an inquiry to find out the birth date which is on file and use that to do your update request again.

Update

Press “1” to update the client information. The client information will be displayed and may then be updated. To skip fields that do not need to be modified, press <ENTER>. The provider number, deactivation reason, certification date and last update date cannot be updated.

Exception: If the client was deactivated or past due for recertification, the provider will be prompted to reactivate or recertify the client.

Past Due for Recertification

Updates will not be allowed for clients who are past due for recertification; the provider must go through the recertification process. The following field will be displayed for clients who must be recertified, that is, clients whose recertification date has passed.

PAST DUE FOR RECERT **RECERT NOW? (Y/N)**

If you enter “Y”, you will begin the recertification prompts. You must go through the recertification process with the client. If you enter “N”, you will not be able to perform an update.

A response of “Y” displays the following prompt as a reminder.

MUST DO FULL ELIG **REVIEW – CONFIRM (Y/N)**

Enter “Y” to continue with the recertification. If you enter “N”, you will not be able to perform an update.

Deactivated Clients

If the client has been deactivated, you will see the following message.

RECIP DEACTIVATED
CERTIFY NOW? (Y/N)

You must complete the certification process with the client in order to recertify. You will be able to see the deactivation reason code after you answer "Y" or "N" and use it to verify that you want to recertify the client. If you only wanted to update a deactivation reason code, you can do that through the deactivation option on the Update Menu.

Permanently Deactivated Clients

If the client has been permanently deactivated, you will see the following message.

PERM DEACTIVATED
ONLY HAP CAN UPDATE

The client has been permanently deactivated. You may view the client's Family PACT information, but cannot update it or recertify.

Recertification

Press "2" to update Family PACT (recertify). This option allows the certification date to be updated. The following field will appear.

MUST DO FULL ELIG
REVIEW – CONFIRM (Y/N)

Type "Y" to continue with the recertification. (Otherwise, the provider will be returned to the Update Menu.) The POS network will display the Family PACT client's information which may then be updated as needed.

Deactivation

A selection of "3" (DEACTIVAT) from the Update Menu will deactivate the Family PACT client. The client will not be eligible for Family PACT services until the provider recertifies the client.

The POS device will then display the provider number as well as the client's first, middle and last name, which may not be changed. The following field will appear.

DEACTIVATION REASON: 06

Enter the two-digit Family PACT deactivation code. These codes are listed below:

Code	Deactivation Reason
01	Not resident of California
02	Over 200 percent of poverty level
03	Sterilized, no longer contracepting
04	Health insurance coverage for family planning services
05	Full-scope Medi-Cal (does not have an unmet Share of Cost)
06	Permanent deactivation of HAP card (lost/stolen)
86	Office of Family Planning permanent deactivation
87	Office of Family Planning rescinded permanent deactivation

Exception: If the client was past due for recertification, an appropriate message will be displayed instead of the deactivation field above. The provider will be returned to the main update field.

The next prompt is for the deactivation date. This date is set to the current date of your device. It is important that this date is correct; if you see something other than today's date, refer to "Date/Time Change," in the *POS: Software Maintenance Functions* section in this user guide, and set the device date to the current date.

DEACTIVATION DATE:

Sending the Update, Recertification or Deactivation

When all of the fields have been entered for an update, recertification or deactivation, the following field will appear.

1: SEND	**3: CANCEL**
2: RE-EDIT	

Press "1" to send the transaction.

Pressing "2" (RE-EDIT) will allow the provider to edit all of the fields again. Pressing "3" (CANCEL) will return the provider to the Update menu.

After the transaction has been sent, the device will display whether the transaction was successful or not. These messages will be displayed as freeform, scrollable text. Refer to "System Messages and Troubleshooting for Family PACT" on a following page in this user guide for more information. You may print the update, recertification or deactivation at this time.

Note: Be sure to print the deactivation transaction to record the date of the deactivation. Keep the print-out as the official record of the deactivation.

<CANCEL> Key

If the provider pressed the F4 <CANCEL> function key during re-editing of fields the following field will be displayed.

FIELDS MODIFIED
CONTINUE (Y/N)?

If the provider presses "Y", the "SEND/RE-EDIT/CANCEL" field (above) will appear. If the provider presses "N", the provider can continue to edit the transaction.

System Messages and Troubleshooting for Family PACT

Message	Interpretation/Troubleshooting
Family PACT activation successful. Last name (___) HCPCS Level III restricted for Family PACT. EVC# [this is for BIC]	BIC was activated for Family PACT. Client is eligible for family planning services under Medi-Cal. Please refer to your provider manual for HCPCS Level III services.
Family PACT Activation successful. Last name (____). Family PACT eligible. EVC# [this is for BIC]	BIC was activated for Family PACT. Client is not eligible for family planning services under Medi-Cal. All Family PACT services are covered.
Family PACT Activation successful for 9XXXXXXXXX . Last name (____). Family PACT eligible. EVC# [this is for HAP]	HAP was activated for Family PACT. All Family PACT services are covered.
XXXXXXXXXX is already Family PACT active; verify ID or call HAP Hotline	The ID was already activated. This is sometimes encountered after receiving a time-out on an activation, then sending the activation again. Change your device 'time out' to allow more time. (See "Maintenance Terminal Initialization Function" in the *POS: Software Maintenance Functions* section of this user guide.)
Family PACT system unavailable	Contact the POS/Internet Help Desk.
Invalid HAP; verify ID or call HAP Hotline	HAP number is not within range of cards which have been printed. Verify number is correct.
Invalid BIC; verify ID or call HAP Hotline	BIC number is not on file. Verify number as well as issue date and date of birth.
Provider not certified for SOFP	Providers must be certified as an Family PACT provider, and must be enrolled by Medi-Cal Provider Enrollment with Category of Service 11.
Invalid BIC Issue Date	BIC issue date is invalid. BIC may have been lost and reissued, so the issue date may have changed.
Invalid BIC Birth Date	BIC birth date is invalid. Verify birth date on BIC.
Card deactivated for Family PACT; verify ID or recertify	You cannot activate a card which has been deactivated. You must recertify. Verify the number you are activating is correct.
(____) field invalid	Specified field is invalid. Go to the field in error and press the 'F1' (Help) key for more information on what should go in that field.
Provider not valid for cert date	You cannot activate clients before the date which you were enrolled in the Family PACT program.
Invalid Provider Number	The provider number entered was not found on file.
Birthdate modified to match HAP file	This message is meant to inform you that the birth date you are using is incorrect. If you attempt to do eligibility verification with an invalid birth date, you will get the message "No recorded eligibility". If you attempt to bill a claim with an invalid birth date, it will be denied. You may modify the birthdate if the client is using a HAP card. If a BIC is being used, the birthdate must match what is on the face of the card.

System Messages and Troubleshooting for Family PACT

Message	Interpretation/Troubleshooting
Past due for recert – recert now? (Y/N)	The client ID has expired for Family PACT eligibility. If you see this message and wish to modify data, you must complete the recertification process with the client and answer 'Y' to this prompt. If you answer 'N', you can see the data but cannot modify it.
Recipient Deactivated Recertify Now?(Y/N)	The client has been deactivated. You must complete the recertification process if you need to update the Family PACT information.
Perm Deactivated Only HAP can update	The client has been permanently deactivated. You may view the client's Family PACT information, but cannot update it or recertify. Contact the HAP Hotline if you have questions.
Please correct birth date and try again.	The birth date is invalid on an update request. You can return to the Family PACT Menu and do an inquiry to find out what the birth date is on the file. You are allowed to update the birthdate on a HAP if it is incorrect.
Card expired for Family PACT; verify ID or recertify.	The one year period of eligibility has expired. Double check that the ID was entered correctly. Recertification must be performed in order to renew the client's Family PACT eligibility.
Record modified since last inquiry. Please start update over.	Once an update has been performed, you must go all the way out to the Family PACT Menu and choose inquiry or update again if you need to make more changes. This insures that you get the most current information
Record modified since last inquiry. Please start recert over.	Once a recert has been performed, you must go all the way out to the Family PACT Menu and choose inquiry or update again if you need to make more changes. This insures that you get the most current information
Record modified since last inquiry. Please start deact over.	Once a deactivation has been performed, you must go all the way out to the Family PACT Menu and choose inquiry or update again if you need to make more changes. This insures that you get the most current information
HAP not Family PACT active.	You are doing an inquiry or update for a HAP ID which is not on file. Verify that the ID number was entered correctly.
BIC not Family PACT active.	You are doing an inquiry or update for a HAP ID which is not on file. Verify that the ID number was entered correctly.
Certification date prior to deactivation date.	You cannot recertify a deactivated client for a date which is before the deactivation date. The certification date must be after the deactivation date.